



Quality Council

Monday, January 26, 2004

3:30-5:00 p.m.

Conference Room 6A, Exchange Building
821 Second Avenue, Seattle WA 98104

Members Attending:

Ron Sterling, Chair
Eleanor Owen
Alice Howell
Steven Collins
Christine White
Alberto Gallegos
Frank Jose
Howard Miller
Kali Henderson
Christine Hearth

Staff Present:

Lisbeth Gilbert
Melisande Noe

I. CALL TO ORDER

The meeting was called to order at 3:30 p.m.

II. INTRODUCTIONS

Members of the Council and staff introduced themselves.

III. PREVIOUS MEETING NOTES APPROVAL

The minutes were approved unanimously.

IV. ANNOUNCEMENTS

- February 4, 2004 is Senior Day in Olympia.
- February 7, 2004 is the day for the Democratic caucuses.
- NAMI's next speaker's forum topic is "King County Mental Health Professionals"

V. ANNOUNCEMENTS

A drafted letter calling for a recovery subcommittee of MHAB passed unanimously, which now makes it a standing committee. It was noted that recovery is a big issue, but not a priority issue. Eleanor Owen stressed that she wants structure around a work plan, and Alberto Gallegos added that he wants the consumer trained in the role of becoming independent and productive. Liz Gilbert informed the group that future site visits to contracted providers will focus on treatment plans where recovery is emphasized, and will also take a look at crisis response in the agency. Ron Sterling noted that the Quality Council would oversee what comes out of the Recovery Subcommittee.

VI. FORUM PLANNING

Ron Sterling will set up and develop the different kinds of forums, and also gather feedback, list it, and set priorities. The forums are March 16 for NAMI Greater Seattle and May 17 for NAMI Eastside. It was suggested we contact family members of consumers to get the word out, but this is not possible due to HIPAA restrictions. The forum topic is “King County Mental Health: What’s Working, What Isn’t”.

VII. CASE MANAGER WEBSITE

MHCADSD offered to fund a website message board for agency case managers. Kali Henderson wanted to know what’s the use of having message boards to complain on if nothing is done. If an issue is brought up without a resulting resolution, there is a risk. Ron wanted to know if case managers mingle outside their agencies, to which the answer was “rarely”. Eleanor Owen said she wanted a sequential forum on this, with providers present. It was resolved that the case manager website is now officially off the table. Liz remarked that any website content under the purview of MHCADSD has to be coordinated with Sherry Hamilton. A motion was made to have Ron represent QC as to necessary changes in the website and provide updates passed unanimously.

The top priority in the draft letter to providers asking for case manager participation in QC are:

- Community outreach education
- Re-examining their role in MHCADSD and staying relevant

The proposed amendments to QC Bylaws, Article V, Electronic and Telephonic Business concerns voting electronically. Eleanor did not agree with this, and the proposal was tabled until the next meeting.

VIII. RSN UPDATE

The ceiling level on the Western State Hospital census has been exceeded for the past four or five months. Liz described it as a seasonal spike, and MHCADSD is assessed a financial penalty if we exceed the set census number. Money spent on paying the penalty means less money for community-based services. MHCADSD is looking at working with hospital liaisons to move people into housing from supervised living.

IX. CLOSING

Meeting adjourned at 5:02 p.m.